

Anaheim City School District

Email Protocols

1. **Be professional.** Your email message reflects you and your company, so traditional spelling, grammar, and punctuation rules apply. Don't write in CAPITALS. IF YOU WRITE IN CAPITALS IT SEEMS AS IF YOU ARE SHOUTING. This can be highly annoying and might trigger an unwanted response.
2. **Write a meaningful subject line.** Would you like your recipients thinking about your message before it is even opened? Include a subject line that accurately describes the content of the email.
3. **Be concise and to the point.** Don't make an email longer than it needs to be.
4. **Read the email before you send it.** A lot of people don't bother to read an email before they send it out, as can be seen from the many mistakes contained in emails. Use the Spelling and Grammar check feature before sending an email.
5. **Use the blind copy and courtesy copy appropriately.** Don't use BCC to keep others from seeing who you copied. Do use BCC, however, when sending to a large distribution list, so recipients won't have to see a huge list of names. Be cautious with your use of CC; overuse simply clutters inboxes. Copy only people who are directly involved.
6. **Don't overuse Reply to All.** Only use Reply to All if you really need your message to be seen by each person who received the original message.
7. **Use Distribution Lists cautiously.** Distribution lists can be extremely helpful when used properly. Only use when all recipients on the list need the information. Also, be sure that you have selected the correct list. Double check prior to sending.
8. **Don't use email as an excuse to avoid personal contact.** Don't forget the value of face-to-face or even voice-to-voice communication. Email communication isn't appropriate when sending confusing or emotional messages. Don't use email to avoid an uncomfortable situation or to cover up a mistake.
9. **Don't use email to discuss confidential information.** Sending an email is like sending a postcard. If you don't want your email to be displayed on a bulletin board, don't send it. Moreover, never make any libelous, sexist or racially discriminating comments in emails, even if they are meant to be a joke.
10. **Remember that email isn't private.** Email is company property and can be retrieved, examined, and used in a court of law. Never put in an email message anything that you wouldn't put on a postcard. Remember all emails are archived and can be retrieved via the [Barracuda Message Archiver](#).
11. **Use a signature that includes contact information.** To ensure that people know who you are, include a signature that has your contact information, including your work site, mailing address, and phone number.

12. **Add a disclaimer to your emails.** It is important to add the District approved disclaimer to your internal and external emails, since this can help protect the District from liability. You may copy and paste the email disclaimer below.

[Email Disclaimer

This communication and any documents, files, or previous email messages attached to it constitute an electronic communication within the scope of the Electronic Communication Privacy Act, 18 USCA 2510. This communication may contain non-public, confidential, or legally privileged information intended for the sole use of the designated recipients(s). The unlawful interception, use or disclosure of such information is strictly prohibited under 18 USCA 2511 and any applicable laws.]

13. **Don't attach unnecessary files.** By sending large attachments you can annoy customers and even bring down their email system. Wherever possible try to post attachments to DocuShare. Only send attachments when they are necessary.
14. **Don't request delivery and read receipts.** If you want to know whether an email was received it is better to ask the recipient.
15. **Don't send chain letters, virus warnings, or junk mail.** Always check with the TIS department regarding questions or concerns.
16. **Use your ACSD email account for work only.** Personal email should go to your home email account.
17. **Don't send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks.** By sending or even just forwarding one libelous or offensive remark in an email, you and the District can face liability.
18. **Don't reply to spam.** By replying to spam or by unsubscribing, you are confirming that your email address is 'live'. Confirming this will only generate more spam. Therefore, just hit the delete button. If you consistently receive spam emails forward them to SPAM@acsd.k12.ca.us.
19. **Respond promptly.** Reply to an email as soon as you can. The sender has emailed you for a reason and is expecting your prompt response. When away from your location, use the 'out of office' feature to make the sender aware of your absence.